

In the claims:

All of the claims standing for examination are reproduced below with appropriate status indication:

1-39. (Cancelled)

40. (Currently amended) A communication management system, comprising:

a computer appliance;

software stored on and executable from a computer-readable medium accessible by the computer appliance, the software providing:

a choice of a plurality of communication-management zones, each zone having associated therewith a unique set of users, each user identified by a unique name in the zone, and one or more management policies associated with each zone, each user associated with a management policy;

wherein communication is supported in multiple modes and protocols within each zone and the system activates a zone based at least on names of active users, and enforces [[a]] the associated management policy for each user as long as the zone is active.

41. (Currently amended) The system of claim 40 wherein a unique name refers to a single user, [[but]] and may vary from zone to zone as an alias.

42. (Previously presented) The system of claim 40 wherein the communication involves transmission over the Internet network.

43. (Previously presented) The system of claim 40 wherein the unique names include one or more identities of persons accessible on a communication network.

44. (Previously presented) The system of claim 43 wherein individual ones of the unique names may be aliases referring to a single contact.

45. (Currently amended) The system of claim 40 wherein individual ones of the zones are defined by various social environments and/or activity engaged in by a user.
46. (Currently amended) The system of claim 42 wherein ~~communication is supported in~~ the multiple modes and protocols, including include but are not limited to voice and text ~~modes~~.
47. (Previously presented) The system of claim 46 wherein unique names of users vary by communication mode as well as by zone.
48. (Previously presented) The system of claim 46 wherein the multiple modes include email, instant messaging, RSS, and voice mode.
49. (Previously presented) The system of claim 40 wherein pairing of users is used in determining and enforcing communication policy.
50. (Previously presented) The system of claim 40 further comprising generating alerts from attempted policy violation.
51. (Previously presented) The system of claim 40 wherein a user name may be in a form of a URL, an email address, a telephone number, a machine address, an IP address, or an Enum address.
52. (Previously presented) The system of claim 40 wherein policy includes protocol for automatic handling of incoming communication events, the handling determined by one or both of user initiating communication and mode of communication.
53. (Previously presented) The system of claim 40 further comprising an editing facility

for a user to create and populate zones, names and policy.

54. (Currently amended) A method for managing communication, comprising steps of:
- (a) at a communication interface provided by software executing from a machine-readable medium of a computer appliance, activating one of a plurality of communication-management zones based at least on names of active users, the zones containing communications supported in multiple modes and protocols; and
 - (b) enforcing a management policy in sending or routing communications determined at least in part by user names associated with the zone.
55. (Previously presented) The method of claim 54 further comprising a step for content analysis of a message and/or an attachment for identification and verification of a user.
56. (Previously presented) The method of claim 54 wherein a name refers to a single user, but may vary from zone to zone as an alias.
57. (Previously presented) The method of claim 54 wherein communication involves transmission over the Internet network.
58. (Previously presented) The method of claim 54 wherein the names include one or more users using an instance of the software on a different computer appliance.
59. (Previously presented) The method of claim 58 wherein individual ones of the names may be aliases referring to a single user.
60. (Currently amended) The method of claim 54 wherein individual ones of the zones are defined by various social environments and or activity engaged in by a user.
61. (Currently amended) The method of claim 57 wherein ~~communication is supported~~

~~in the~~ multiple modes and protocols, ~~including~~ include but are not limited to voice and text ~~modes~~.

62. (Previously presented) The method of claim 61 wherein names vary by communication mode as well as by zone.

63. (Previously presented) The method of claim 61 wherein the multiple modes include email, instant messaging, RSS, and voice mode.

64. (Previously presented) The method of claim 54 wherein pairing of users is used in determining and enforcing communication policy.

65. (Previously presented) The method of claim 54 further comprising generating alerts from attempted policy violation.

66. (Previously presented) The method of claim 54 wherein a name may be in a form of an email address, a telephone number, a machine address, an IP address, or an Enum address.

67. (Previously presented) The method of claim 54 wherein policy includes protocol for automatic handling of incoming communication events, the handling determined by one or both of name of user initiating communication and mode of communication.

68. (Previously presented) The method of claim 54 further comprising an editing facility for a user to create and populate zones, identities and policy.

69. (Previously presented) The method of claim 68 wherein some of the names may be temporary ad hoc identities.